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I hereby certify that this correspondence (along with any paper referred to as being attached or enclosed) is being submitted *via* the USPTO EFS Filing System on the date shown below to Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

Date: October 13, 2008

/Himanshu S. Amin /
Himanshu S. Amin

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of:

Applicant(s): Robert E. Tolbert, Jr.

Examiner: Hussein A. El Chanti

Serial No: 10/729,793

Art Unit: 2157

Filing Date: December 5, 2003

Conf. No: 2248

Title: METHOD AND SYSTEM FOR AUTOMATED HANDLING OF SERVICE PROBLEMS IDENTIFIED BY A WIRELESS DEVICE CUSTOMER

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

REPLY TO RESTRICTION REQUIREMENT DATED OCTOBER 2, 2008

This Reply is in response to the Restriction Requirement mailed on October 2, 2008 in connection with the above-identified patent application.

The Examiner requires restriction to one of the following two groups of claims:

Group I – Claims 1-3, 5-9, 12-15, 22 and 24-26, drawn to network managing, classified in class 709, subclass 223.

Group II – Claims 16, 19, 21, and 23, drawn to network monitoring, classified in class 709, subclass 224.

Applicant's representative hereby elects with traverse Group I (Claims 1-3, 5-9, 12-15, 22 and 24-26, drawn to network managing, classified in class 709, subclass 223) for further prosecution on the merits.

Should there be any questions regarding this paper, the Examiner is invited to contact applicant's undersigned representative at the telephone number below.

In the event any fees are due in connection with submission of this document, the Commissioner is authorized to charge such fees to Deposit Account No. 50-1063.

Respectfully submitted,

AMIN, TUROC & CALVIN, LLP

/Himanshu S. Amin/

Himanshu S. Amin

Reg. No. 40,894

AMIN, TUROC & CALVIN, LLP
127 Public Square
57th Floor, Key Tower
Cleveland, Ohio 44114
Telephone (216) 696-8730
Facsimile (216) 696-8731